

\*\*\*This is only a **preview** of the exam statements for the Training & Experience Evaluation. You will be asked to respond to each statement indicating how your training and experience relate to each. **To take the actual exam**, please refer back to the bulletin and click the link at the bottom of the bulletin.

# **Training and Experience Evaluation**

## **Supervising Special Investigator I**

### **Department of Developmental Services**

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. This examination consists of a Training and Experience evaluation used to evaluate your education, training and experience relevant to the position.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in the examination process. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

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Number of Questions: 1 – 12

To answer all the test items in this exam, you will be required to choose from among the provided answers, and to enter (type in) specific information about your experience. Work references will also be requested.

Be prepared to give specific information about the length and breadth of your work experience.

#### **Verification of References**

Before a hiring decision will be made, your responses will be verified. A hiring manager or personnel staff member will contact the references you have provided to confirm job dates, experience, duties, achievements, and/or possession of knowledge, skills, and abilities. Failure to provide adequate references AND contact information may significantly limit our ability to make a job offer.

## **Instructions**

Rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every question and provide relevant examples. Also, indicate the references who can verify the information provided.

In responding to each statement, you may refer to your WORK EXPERIENCE, whether paid or volunteer, your EDUCATION, and/or FORMAL TRAINING COURSES you have completed.

PLEASE NOTE: This examination is designed to gain an overall assessment of your experience as it directly relates to the duties and the knowledge, skills, and abilities required for this position. All components of this examination have been carefully validated by tying them directly to job requirements and documenting their relevance to the position.

## **Tasks for Supervising Special Investigator**

1. Directing departmental personnel in methods of investigation.
2. Determining correct actions and procedures at the scene of an incident to ensure the situation is handled correctly.
3. Conducting comprehensive or confidential field investigations with little or no supervision.
4. Preparing a variety of reports (e.g., performance evaluations, criminal or administrative investigations, operational plans).
5. Conducting meetings and/or briefings to disseminate pertinent information to interested parties.
6. Taking appropriate action when a client or citizen complaint or grievance is received.
7. Advising subordinates as to the meaning and consequences of organizational policies and ensuring adherence to these policies.
8. Identifying training needs of subordinate staff to ensure proper performance of their duties.
9. Developing and maintaining effective working relationships with Federal, State, and local law enforcement agencies.
10. Resolving conflicts between employees or members of the public while remaining calm, courteous, and professional.

11. Prioritizing staff work activities to ensure work is completed in a timely and efficient manner.
12. Identifying employee performance problems and taking corrective action as necessary.